



## IT assessment meets important October deadlines

Agencies completed a second round of data gathering to address inconsistent or missing information on October 26. During the first round of data gathering, TPI (Technology Partners International) asked the 13 participating agencies for technical and financial data about their IT operations. TPI also conducted more than 100 interviews with senior business and IT managers. After carefully reviewing the initial data, agencies were contacted as needed with follow-up questions. In assessments of this kind, it is common for some of the initial data to be incomplete.

Agencies also completed a survey by October 19 about their use of Information Technology Infrastructure Library (ITIL) processes in managing their IT services. ITIL is a recognized set of IT best practices.

Additional interviews to confirm initial assessment findings are being scheduled with agencies through early November. Agency data are also being submitted to a separate TPI team that will compare operations and costs to the marketplace. TPI will then produce a "mark-to-market" report in November.

Here are the key next steps in the IT assessment.

- GTA validates assessment data: November 5 – 12
- TPI conducts sourcing analysis and market comparison: October – November
- Business case of sourcing recommendations and alternatives completed: December

The assessment is examining data center services, desktop services, telecommunications and support functions.

Information from agency assessments will be used to develop a business case of sourcing recommendations and alternatives that will be presented to state decision makers by the end of 2007. Sourcing refers to the various approaches to providing IT infrastructure services, which could be internal to the state or from an external service provider.

The assessment will also lead to a Service Management Organization (SMO) for GTA. The SMO will oversee and manage GTA's service delivery capabilities.

The 13 agencies participating in the assessment are Administrative Services, Community Health, Corrections, Driver Services, GBI, GTA, Human Resources, Juvenile Justice, Natural Resources, Office of Planning and Budget, Revenue, State Accounting Office, and Technical and Adult Education.

TPI ([www.tpi.net](http://www.tpi.net)) was selected through competitive bidding to assist GTA with the assessment. The company is experienced in IT assessments and implementations and advised the state of Texas on its data center consolidation project. TPI will work with GTA through the implementation of assessment recommendations.